

## **OBSERVATION REPORT #66**

**KPMG Consulting did not receive responses for manually submitted Access Service Request (ASR) orders.**

### **Issue**

KPMG Consulting submitted ASR orders for a DS1 migration and a new DS1 connection via fax on September 21, 2000 and one order for dark fiber via fax on November 12, 2000.<sup>1</sup> This was the only request for dark fiber submitted by KPMG Consulting. After two weeks without receiving any response to the first two orders, KPMG Consulting contacted the Verizon TISOC to investigate. The Verizon TISOC representative stated that there were no records of these orders. KPMG Consulting promptly re-submitted these orders via fax to the identical number. KPMG Consulting later received confirmations for these orders.

On December 7, 2000, KPMG Consulting contacted the Verizon TISOC to investigate the ASR order that was originally faxed on November 12, 2000. Again, the Verizon TISOC representative stated that there was no record of this order. KPMG Consulting promptly re-submitted this order via fax to the identical number. KPMG Consulting later received a confirmation for this orders.

The following is a list of dates and the PONs faxed to Verizon:

<b>Date Sent</b>	<b>PON</b>
September 21, 2000	90011-1
September 21, 2000	BILL 92011-1
November 13, 2000	103011

### **Assessment**

Verizon - NJ's inability to process manually submitted ASR orders may prevent CLECs from providing timely service to customers.

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<sup>1</sup> Orders were faxed to (301) 888-4762.